

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**CUSTOMER SERVICES MANAGER  
FINANCE DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs responsible technical, supervisory and administrative work in the City's Finance Department in the receipt of fees and taxes for the City and in providing customer services to the citizens of Asheville. Employee reports to the Finance Operations Manager.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is responsible for directing and coordinating an effective and comprehensive tax and fee receipt program for the City. Work involves responsibility for receipt of all current and delinquent taxes and business licenses and fees. Duties also include assisting the general public, various businesses, agencies and organizations in obtaining information. In addition, employee serves as a clearinghouse for many questions about community services. Employee is responsible for supervising and evaluating the performance of technical and clerical staff in the billing and recording of customer utility accounts using established guidelines and procedures. Work requires considerable tact and courtesy in serving the public. Considerable independent judgment and initiative are exercised in the supervision of all office activities. Work is performed under general supervision of the Finance Operations Manager and is evaluated in terms of completeness and correctness of revenue receipts and the efficiency and quality of service provided to the customer.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Develops, implements and administers policies and procedures for receipt of unpaid taxes and fees.

Interprets state and City tax receipt laws to individual taxpayers and businesses in person or via telephone.

Supervises and participates in the daily collection of taxes and fees, the receipt and recordation of payments, and the issuance of receipts; assists subordinates in complex or unusual problems.

Assigns, directs and supervises a technical and clerical staff involved in tax and fee receipts and recordation, and in providing numerous customer services to citizens, ensuring adherence to established policies, procedures and standards.

## **CUSTOMER SERVICES MANAGER**

Assists and advises subordinates, as necessary, resolving problems as non-routine situations arise.

Administers and makes recommendations for routine personnel matters affecting subordinates, including recruiting, interviewing, hiring, training, assigning, scheduling, granting leave, appraising and disciplining, etc.; prepares and submits such records and reports as required by City management.

Develops division budget proposals, and administers allocated funds; ensures preparation and maintenance of proper accounting and reporting mechanisms; approves expenditures.

Compiles, reviews and analyzes billing and consumption reports.

Processes complex utility bill adjustments; identifies and oversees the adjustments of billing errors.

Processes customer complaints regarding bills and services.

Reviews, processes and makes necessary decisions when customer complains about bills and/or services.

Utilizes computers and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary; summarizes data in preparation of standardized reports.

### **ADDITIONAL JOB FUNCTIONS**

Performs related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of City tax, licensing and fee laws and ordinances.

Considerable knowledge of general management and business organization principles and practices.

Considerable knowledge of the principles, practices and techniques of customer service.

Considerable knowledge of office practices and procedures, including the handling and accounting of large sums of money.

Ability to plan, develop, implement, direct, monitor and modify a comprehensive tax and fee receipt program consistent with applicable laws and regulations.

Ability to assign, direct and supervise activities of a technical and clerical staff.

Ability to prepare complex financial statements and reports.

Ability to exercise considerable independent judgment and initiative in applying standards to a variety of work situations.

Ability to deal tactfully and courteously with the general public in explaining policies and procedures.

## **CUSTOMER SERVICES MANAGER**

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to oversee the maintenance of files, records and reports.

Ability to compute figures rapidly and accurately.

### **MINIMUM TRAINING AND EXPERIENCE**

Associates degree in business administration, accounting or a related field; 3 to 5 years customer service supervisory experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Organizational and Community Sensitivity:** Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 21  
Exempt